

**Number of residential customer accounts that provided a medical
 certificate in response to a disconnection notice**

Year by Month	Count
2013	1033
Jan	5
Feb	2
Mar	10
Apr	203
May	137
Jun	159
Jul	153
Aug	194
Sep	103
Oct	56
Nov	7
Dec	4
2014	1325
Jan	3
Feb	4
Mar	11
Apr	84
May	256
Jun	250
Jul	210
Aug	210
Sep	137
Oct	135
Nov	20
Dec	5
2015	1307
Jan	7
Feb	4
Mar	31
Apr	193
May	228
Jun	197
Jul	176
Aug	194
Sep	105
Oct	142
Nov	25
Dec	5

**Number of residential customer accounts that provided a medical
 certificate in response to a disconnection notice**

Year by Month	Count
2016	884
Jan	3
Feb	7
Mar	9
Apr	120
May	129
Jun	169
Jul	81
Aug	122
Sep	129
Oct	105
Nov	8
Dec	2
2017	773
Jan	2
Feb	3
Mar	8
Apr	103
May	138
Jun	167
Jul	79
Aug	72
Sep	91
Oct	88
Nov	18
Dec	4
2018	902
Jan	2
Feb	6
Mar	10
Apr	94
May	111
Jun	189
Jul	128
Aug	147
Sep	83
Oct	100
Nov	28
Dec	4

**Number of residential customer accounts that provided a medical
certificate in response to a disconnection notice**

Year by Month	Count
2019	1052
Jan	8
Feb	8
Mar	12
Apr	154
May	174
Jun	121
Jul	136
Aug	157
Sep	146
Oct	109
Nov	21
Dec	6